

CLASSIFICATION: YOUTH COUNSELOR I

Class Code: 9970-11

Date Established: 07-30-82

Occupational Code: 3-2-1

Date of Last Revision: 7-9-13

BASIC PURPOSE: To assist in providing routine safety and protective care services for youth assigned to a residential or special education program at a state institution, including responsibility for general facility maintenance and housekeeping duties.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Monitors residents to ensure a safe and secure environment free from assaults, attempted suicides and other potentially dangerous or fatal situations.
- Demonstrates ability to handle potentially volatile situations and physically subdues aggressive residents.
- Records violations of the behavior management program in the appropriate sources according to facility policy and enters progress notes for entry into case records.
- Writes a variety of reports, including residential summary behavioral and seclusion/restraint reports, to maintain a safe and orderly shift.
- Models, reinforces, redirects and sets limits to behavior through specified behavior management techniques and monitors residents/students in seclusion, restraint or other status.
- Operates and monitors surveillance and access control equipment in the Control Center and Operations Center of the architecturally secure facilities operated by the agency.
- Makes rounds of facility periodically as required and maintains a watch for fire, attempted escape, prohibited acts or dangerous behavior which could compromise the safety of the facility.
- Ensures that residents/students maintain appropriate hygiene and appearance and supervises activities of daily living appropriate to the residential and school environment.
- Explains program rules and expectations to youth upon admission to facility and helps residents/students successfully complete tasks and activities required by institutional and/or educational service plans.
- Periodically accompanies residents/students off-grounds to recreational or educational activities; may accompany residents/students to appointments with community agencies and private sector providers.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require immediate verification and correction in order to complete succeeding work operations.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in an adverse working environment containing a combination of disagreeable elements which impact significantly upon the employee's capacity for completing work assignments. This level includes work-related accidents or assault.

Physical Demands: Requires medium to heavy work, including continuous physical exertion such as frequent bending, lifting, or climbing.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: Associate's degree or 60 credits from a recognized college or technical institute with a study in sociology, psychology, human services, behavioral science, social work, education, liberal studies, theology, or criminal justice. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year experience working in organized group activities such as camp counseling, Boy or Girl Scouting, school or church programs, coaching sports, working with mentally and physically challenged youth and adults in a school, daycare, hospital or correctional/rehabilitative setting or any similarly related experience. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license required if responsible for transporting residents/students.

SPECIAL REQUIREMENTS:

1. For appointment consideration, the applicant must successfully participate in a structured interview measuring possession of knowledge, skills and abilities identified as necessary for satisfactory job performance by this class specification. The structured interview is developed and administered according to Division of Personnel guidelines by representatives of the state agency in which the vacancy exists.
2. Must successfully complete the Juvenile Justice Academy within twelve months of employment from date of hire as a Youth Counselor I.
3. Upon completion of the Juvenile Justice Academy, must attend 40 hours of in service training annually.
4. For promotion from Youth Counselor Trainee, in addition to the above, must meet the following requirements prior to promotion:
 - Must have successfully completed the formal mentoring program.
 - Must receive a satisfactory performance evaluation and be free of any disciplinary action.
 - Must have approval from Assistant House Leader, Treatment Coordinator and Residential/Clinical Administrator.
 - Case records must all be complete and up to date as determined by the supervisor at the time of the annual performance evaluation.

RECOMMENDED WORK TRAITS: Ability to maintain a rehabilitative attitude and relationship with residents. Ability to relate to residents and co-workers in a positive manner. Ability to restrain potentially aggressive clients. Ability to follow prescribed routine in making rounds. Ability to perform routine custodial duties. Ability to take directions and cooperate with other employees. Ability to follow written and verbal instructions. Ability to communicate effectively in written and oral form. Knowledge and familiarity with the use of personal computers. Ability to understand and work with youth and their families. Ability to operate radios and other communication equipment. Ability to present oneself as a positive role model before the residents/students assigned to the institution. Must be alert and able to enforce rules and regulations. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.